

Exam: Administrative Assistant 1 (MQS - LXR)

Items #1-#6 are the minimum requirements for this position. Items #7-#38 are specialty areas which are required for some positions only. Responding "no" to any of these items will not affect your score nor disqualify you from positions that do not require a specialty.

When responding to work experience statements, the intent is that this be full-time work (at least 35 hours per week). Two years of experience working 20 hours per week equates to one year of work experience.

Your resume or work history must validate the responses you provide for the minimum requirements as well as each specialty area you responded "yes" to. Choices that are not supported in the resume or work history portion of your application may result in disqualification from taking the written examination or being removed from a hiring list.

If you meet all of the minimum requirements (#1 through #6) listed in this section, you will be able to move on to the written exam.

1. Office Support Operations:

I have at least one year of work experience performing a wide variety of secretarial support functions; OR, I have formal training consisting of successful completion of an 18-24 month office administration course of study beyond high school. This coursework should have resulted in an Associate (A.A.) degree or equivalent to be qualifying.

Work experience should consist of performing a wide variety of secretarial support functions as the predominant responsibility of the job.

When responding to work experience statements, the intent is that this be full-time work (at least 35 hours per week). Two years of experience working 20 hours per week equates to one year of work experience.

Yes

No

2. Customer Service and Public Relations:

I have at least 6 months of work experience with responsibility for answering business phones, greeting visitors, AND screening callers for further access to staff.

When responding to work experience statements, the intent is that this be full-time work (at least 35 hours per week). Two years of experience working 20 hours per week equates to one year of work experience.

Yes

No

3. Research and Problem Solving:

I have at least one year of work experience gathering information from a variety of sources to collect and compile requested information and required that I have a good knowledge of services, operations, or programs.

When responding to work experience statements, the intent is that this be full-time work (at least 35 hours per week). Two years of experience working 20 hours per week equates to one year of work experience.

Yes

No

4. Balancing a Workload and Coordinating Multiple Priorities:

I have at least 1 year of office work experience which required that I balance, coordinate, and set priorities for multiple projects with varying deadlines, or for multiple supervisors.

Answering yes to this question may increase your overall rating. Your resume MUST support your answer. When responding to work experience statements, the intent is that this be full-time work (at least 35 hours per week). Two years of experience working 20 hours per week equates to one year of work experience.

Yes

No

5. Personal computer and Software Expertise:

I have at least 1 year of office experience using word processing software to format a variety of business documents; OR, I have recent word processing training coupled with at least 6 months' experience performing word processing in a business office setting.

When responding to work experience statements, the intent is that this be full-time work (at least 35 hours per week). Two years of experience working 20 hours per week equates to one year of work experience.

Yes

No

6. Effective English, Spelling, Punctuation and Grammar to Compose and Edit business documents:

I have at least 1 year of office experience which required composing and editing a variety of business documents on a regular basis; OR, I have successfully completed at least 1 college-level English composition or business English class AND have 6 months of experience composing business documents.

When responding to work experience statements, the intent is that this be full-time work (at least 35 hours per week). Two years of experience working 20 hours per week equates to one year of work experience.

Yes

No

7. (0200) Specialty Area: BILINGUAL (SPEAK).

I am able to speak English & Spanish fluently. If you select 'yes' you may be assessed on your abilities during a hiring interview.

This specialty area is not required for all positions. Responding "no" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

Yes

No

8. (0201) Specialty Area: BILINGUAL (READ & WRITE).

I can read and write Spanish and English fluently. If you select 'yes' you may be assessed on your ability to read and write English & Spanish during a hiring interview.

This specialty area is not required for all positions. Responding "no" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

Yes

No

9. (0806) Specialty Area: Lease/Contract Account Management:

I have at least one (1) year of work experience performing lease/contract account management activities such as: accounts payable and accounts receivable data entry; account billing and collection; account reconciliation; tracking and reconciling account data across multiple databases or software applications; and creating and generating related reports and correspondence.

This specialty area is not required for all positions. Responding "no" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

Yes

No

10. (0810B) Specialty Area: I have at least six months of experience with the State of Idaho STARS system.

This specialty area is not required for all positions. Responding "no" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

Yes

No

11. (0839) Specialty Area: Navision Financial Software:

I have completed a course in Navision Financials software AND I have at least 6 months of experience using the software in a work setting; OR, I have at least one year of experience using this software in a work setting.

This specialty area is not required for all positions. Responding "no" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

Yes

No

12. (1404B) Specialty Area: Keyboard/Type - 50

I certify I can keyboard/type at the rate of 50 net wpm or more.

This specialty area is not required for all positions. Responding "no" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

Yes

No

13. (1406B) Specialty Area: Keyboard/type - 60

I certify I can keyboard/type at the rate of 60 net wpm or more.

This specialty area is not required for all positions. Responding "no" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

Yes

No

14. (1409B) Specialty Area: I have some knowledge of bookkeeping practices. Knowledge may be obtained by education covering bookkeeping practices (such as in high school or above), OR approximately 6 months of work experience performing routine bookkeeping functions such as making debit and credit transactions and completing financial worksheets and reports.

This specialty area is not required for all positions. Responding "no" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

Yes

No

15. (1441B) Specialty Area: Dictation/Transcription.

I have three or more months of experience using dictation/transcription equipment to frequently transcribe tapes; OR, I have successfully completed office administration coursework which included hands-on application of transcription skills.

This specialty area is not required for all positions. Responding "no" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

Yes

No

16. Specialty Area: Minutes

I have 6 or more months' experience where I was required to take minutes following established standards on a frequent or reoccurring basis.

This specialty area is not required for all positions. Responding "no" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

Yes

No

17. (1471B) Specialty Area: I have a good knowledge of medical terminology and medical documents.

This is typically gained by completion of a college course in medical terminology and medical office word processing OR approximately six months of experience working in a health care facility that required knowledge of medical terminology and setting up and keyboarding a variety of medical documents.

This specialty area is not required for all positions. Responding "no" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

Yes

No

18. (1472B) Specialty Area: Legal Terminology

I have good knowledge of legal terminology, procedures, and legal ethics through successful completion of college level coursework (equivalent to 2 semesters) covering introduction to and understanding of legal terminology, legal procedures and legal ethics; OR, I have one (1) year of experience working full time as a secretary in a law office performing work relating directly to these three areas.

This specialty area is not required for all positions. Responding "no" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

Yes

No

19. (1498) Specialty Area: Marketing Sales Strategies/Fundraising/Volunteer Recruitment.

I have knowledge of or experience in marketing sales strategies, fundraising and/or volunteer recruitment gained through coordinating more than one aspect of a large fundraising event; i.e., volunteers, marketing sales strategies, publicity, props, food, budgets, entertainment (large school carnival coordination would qualify); handling capital or endowment campaigns, which typically have a goal or dollar amount to be raised.

This specialty area is not required for all positions. Responding "no" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

Yes

No

20. (1499B) Specialty Area: Some positions may require the organization, coordination and management of a training registration/scheduling data base.

I have at least one (1) year of work experience where a major responsibility of my job was collecting and organizing data and managing a data base.

This specialty area is not required for all positions. Responding "no" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

Yes

No

21. (1501) Specialty Area: Experience Selling Products or Services.

I have approximately one year of experience selling products or services where I had to explain benefits and persuade individuals of the value of the product or service. (Working in the capacity of a clerk or cashier is non-qualifying).

This specialty area is not required for all positions. Responding "no" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

Yes

No

22. (1614) Specialty Area: International Trade.

I have at least (6) six months of experience in all of the following areas: (a) Living, traveling and/or working in an international environment or with international constituent groups; (b) writing diplomatic correspondence (i.e. letters to government officials in other countries); (c) coordinating international travel (i.e. booking hotels and flights, requesting reimbursement using foreign per-diem rates); (d) setting up meetings in an international environment or for groups of international visitors; (e) coordinating logistics in an international environment (i.e. busses for group travel, moving groups through airport security, etc.).

This specialty area is not required for all positions. Responding "no" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

Yes

No

23. (1710A) Specialty Area: Organization of electronic or print news media.

I have knowledge of the organization, structure and ethics of the electronic or print news media through at least six (6) months of experience writing material for use in news releases, news stories, newspaper articles or columns, magazines, journals, public brochures, radio, television and/or internet; OR, completion of nine (9) college credits of communications-related coursework which entails the above mentioned areas.

This specialty area is not required for all positions. Responding "no" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

Yes

No

24. (1769) Specialty Area: Government Organization Structure.

I have some knowledge of state and local government organization structure, functions, and decision-making processes to include public policy development, state's rulemaking and legislative processes gained through successful completion of a college-level course specific to the subject area; OR, by at least 20 hours of training through workshops or seminars; OR, by work experience such as a reporter covering government operations or other work that required significant interaction with state and local government officials beyond obtaining services from them.

This specialty area is not required for all positions. Responding "no" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

Yes

No

25. (1810C) Specialty Area: Microsoft Word.

I certify that I can operate word processing software (such as Microsoft Word) and equipment at the rate of 40 wpm or more and produce merged documents, specialized tables, reports (columns), correspondence, forms (creating and using templates), and graphics.

This specialty area is not required for all positions. Responding "no" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

Yes

No

26. (1815) Specialty Area: Microsoft Word (Advanced Level)

I have experience in all of the following areas: (a) creating mass mailings using mail merge functions with Excel, Access, and Word data; (b) creating documents using columns and tables to display text and data; (c) experience creating and using documents that requires changes be tracked and commented and that incorporate graphics, tables and charts; (d) experience converting or transferring data from different software programs; AND (e) experience creating and running macros.

This specialty area is not required for all positions. Responding "no" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

If you answer "YES" to this question, you may be asked to take a skills test at the hiring interview if this specialty is required for the opening.

Yes

No

27. (1840B) Specialty Area: Microsoft Excel (complex data analysis).

I have at least one year of experience using spreadsheet software such as Microsoft Excel to create and modify electronic worksheets and design and print graphs. Includes complex data analysis using tools such as Pivot tables.

This specialty area is not required for all positions. Responding "no" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

Yes

No

28. (1843B) Specialty Area: Microsoft Excel (Financial Emphasis).

I have experience creating formulas and employing build-in calculation functions to perform complex financial, statistical or analytical calculations in MICROSOFT EXCEL or equivalent spreadsheet software.

This specialty area is not required for all positions. Responding "no" to this item will not affect your score nor disqualify you from positions that do not require this specialty. However, if you answer "YES" to this question, you may be asked to take a skills test at the hiring interview if this specialty is required for the opening.

Yes

No

29. (1820B) Specialty Area: Microsoft Access.

I have at least 1 year of experience storing, retrieving, and compiling information in a report format using database software such as Microsoft Access.

This specialty area is not required for all positions. Responding "no" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

Yes

No

30. (1822) Specialty Area: Microsoft Access

I have experience creating, formatting, editing, sorting, filtering, printing and storing data in pre-designed tables using a database software program such as MICROSOFT ACCESS.

This specialty area is not required for all positions. Responding "no" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

If you answer "YES" to this question, you may be asked to take a skills test at the hiring interview if this specialty is required for the opening.

Yes

No

31. (1817) Specialty Area: Microsoft Access (Advanced Level):

I have experience customizing and setting relationships between tables; importing and exporting data to tables within the database; converting, transferring or importing data from different software programs; creating forms and simple reports; and designing and creating complex queries and reports.

This specialty area is not required for all positions. Responding "no" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

If you answer "YES" to this question, you may be asked to take a skills test at the hiring interview if this specialty is required for the opening.

Yes

No

32. (1851A) Specialty Area: Desktop Publishing Software:

I have at least one (1) year of experience where using a desktop publishing or related software for layout, formatting, and design of documents were a major responsibility of the job.

This specialty area is not required for all positions. Responding "no" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

Yes

No

33. (2271) Specialty Area: Microsoft Excel (Advanced Level)

I have experience creating and running macros, employing dialog boxes, importing queries from an ACCESS database, and using pivot tables to sort and summarize data.

This specialty area is not required for positions. Responding "no" to this item will not disqualify you from positions that do not require this specialty.

Yes

No

34. (2620) Specialty Area: I have gained knowledge of Idaho's educational system to include charter schools through working in an administrative office of the State Board of Education or State Department of Education, a school district, or public charter school.

This specialty area is not required for all positions. Responding "no" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

Yes

No

35. (5200B) Specialty Area: Supervisory Practices.

I have gained some knowledge of supervisory practices through completion of a class or seminar (of more than 1 day) specifically covering supervisory practices or the elements of supervision; OR completion of a college-level personnel related course covering supervisory practices; OR lead work experience that involved work assignment, direction, and monitoring of staff (such experience on a fill-in basis is non-qualifying unless for a period equivalent to a minimum of three months or more - they do not have to be consecutive months).

This specialty area is not required for all positions. Responding "no" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

Yes

No

36. (6846B) Specialty Area: Correctional Facility

I am willing to work in a correctional facility.

This specialty area is not required for all positions. Responding "no" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

Yes

No

37. (8435) Specialty Area: Interpreting, Applying, and Explaining Complex Information.

I have experience aiding an executive, administrator, and/or manager by interpreting, applying and explaining complex information such as regulation, policies or services. My work experience in this area has been of an independent nature and I was responsible for establishing my own work methods. My duties required analysis of technical data and independent decision making.

This specialty area is not required for all positions. Responding "no" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

Yes

No

38. (8465A) Specialty Area: ISP Drug Policy.

I certify that I have read the following ISP Drug Policy (Click to open in new window).

I meet the standards described in the policy, and I would like to be considered for employment by the Idaho State Police. I understand that I will be required to pass a background investigation and a polygraph examination prior to employment by the Idaho State Police.

IF YOU CANNOT ANSWER "YES" TO ALL THE ABOVE, YOUR NAME WILL NOT BE SUBMITTED TO THE IDAHO STATE POLICE FOR CONSIDERATION.

This specialty area is not required for all positions. Responding "no" to this item will not affect your score nor disqualify you from positions that do not require this specialty.

Yes

No